

APPENDIX E

OCCUPANT HANDBOOK GUIDELINES

I. GENERAL

A. PURPOSE

The Family Housing Occupant Handbook serves as a ready reference for rules and regulations governing the occupancy of family housing and delineating the services and facilities available. In addition, material of a helpful or informational nature is presented in the occupant handbook. In order to serve the purpose of a formal directive, the handbook is often made part of an instruction by enclosure or reference.

B. STYLE

The design of an occupant handbook incorporates the locale, characteristics, and needs of both the Field Activity and the occupant. The language used should be comprehensible and interesting to the occupant, thereby encouraging its use. Consideration should be given to contracting for assistance in photography, layout, and printing of the handbook.

C. DISTRIBUTION

The occupant handbook is provided to each occupant at the time of the check-in inspection along with pertinent directives, instructions, and so forth.

D. FUNDING

The costs of publishing an occupant handbook are properly charged to FH,N, BP-11, Operations and Maintenance.

II. SCOPE

A. FORMAT

The following are guidelines for establishing a format for the occupant handbook which will promote standardization of handbook design among Field Activities.

1. Size. Changes to the handbook are facilitated by the use of a standard 8 1/2- x 11-inch page size. Odd sizes will be avoided. The print will be large enough to be easily read.

2. Illustrations. One method of enhancing the handbook is to include photographs of the housing, community centers and recreational facilities, exchange and commissary stores, self-help stores, and other items of interest to the Navy family. Also, illustrations demonstrating minor maintenance techniques, such as clearing a stopped up sink, are appropriate.

B. TOPICS

The following topics are presented as guidance and are not intended to be all-inclusive. The topical areas are presented in a recommended order which will promote handbook standardization. Subjects of particular interest or concern to a given location should be added to the handbook.

1. Telephone Numbers. Emergency and important telephone numbers are to be printed on the inside of the front cover or on the first page if a loose-leaf binder is used.

2. Preface. The preface includes a welcome message to the occupant and an introductory explanation of the handbook. A preface signed by the Installation Commander becomes outdated upon reassignment and can be precluded with the use of an unsigned preface or by inserting a new page where loose-leaf binders are used.

3. Table of Contents. A sequential list, by chapter and title, is presented for easy reference by the user.

4. Eligibility, Application, and Assignment. This section informs the occupant of the policies of the Field Activity including those policies regarding eligibility, application, waiting lists, designation of units, assignment, et cetera. A copy of the local housing instruction is provided.

5. Fire Prevention and Safety Measures. This section includes fire alarm procedures, and fire prevention and safety precautions on such subjects as: storage rules, prohibitions on use and storage of flammable items, appliance cords, fuse or circuit breaker cautions, hot water temperature regulation, and traffic and terrain hazards (such as slews, ponds, or culverts). This section also includes a discussion of smoke detectors, how they work, and how to ensure they are operating properly. Where there are special insect, snake, or poison plant dangers (in some areas centipedes, scorpions, and similar stinging animal life are not uncommon, and some ornamental shrubbery such as jasmine, oleander, mountain laurel, and castor bean plants can be fatal if chewed or swallowed), they are to be identified and the necessary emergency first aid actions described.

6. Disasters. This section discusses severe weather occurrences and potential natural disasters, such as hurricanes, tornadoes, snowstorms, earthquakes, floods, et cetera, which are peculiar to the location of the Field Activity. Each condition is described with respect to the probability of occurrence and the nature of the threat to life and property that is posed. Occupants will be educated concerning the safety precautions and emergency measures they are to take in times of disaster. This section also lists items that the occupant should keep on hand in the event of a disaster or emergency. This "disaster kit" should include items, such as canned food, bottled water, candles, flashlights, and other materials determined by the Housing Manager to be necessary for the particular Field Activity location. Attachment 1 to this Appendix is a sample of disaster information that will be presented in the occupant handbook.

7. Occupant Responsibilities. A list of maintenance items to be performed by the occupants is presented and explained in this section of the handbook as guidance.

8. Local Housing Regulations and Policies. This section explains regulations and policies concerning such items as conditions of occupancy; change in status of occupancy; occupancy of family housing by more than one family; leasing or sub-leasing of quarters; care of property; liability for damages; alterations and improvements; extended absences from quarters; curfews; handling of complaints; control of dependents, guests, and pets; amateur radio operations; television and radio antennas; installation of occupant-owned equipment; and commercial businesses run from the Government-owned or controlled unit. This section also informs the sponsors of their responsibility for themselves and their dependents and guests concerning compliance with the local rules and regulations.

9. Emergency/Service Calls. Discuss what constitutes an emergency and what is routine. Describe the procedure for reporting "trouble" and refer occupant to the page with the telephone numbers for duty hour numbers and non-duty hour numbers.

10. Self-Help Program. This section gives a brief explanation of the nature and purpose of the Field Activity self-help program and describes the location of the self-help supply center, hours of operation, materials stocked, and procedures for obtaining the materials.

11. Occupant Housekeeping. The correct methods for care of house and yard are delineated. The areas covered should include appliances, heating and air conditioning equipment, paint work (cleaning), floors (cleaning and waxing), furniture, plumbing, picture hanging, venetian blinds or shades, carpets and rugs, fans, drapes, slip covers, screens and awnings, pest control, pets, grounds care, lawns, shrubs, garden plots, fencing, storage, garages, parking, window washing, clothes lines. Specific operating instructions may be needed for new types of equipment; for example, circuit breakers, automatic timers on ranges, temperature, timing and similar control mechanisms on heaters, air conditioners, fans, and garbage disposals.

A "trouble-shooter" guide can be provided in this section which lists symptoms of routine problems and outlines corrective steps which may be safely taken by the occupant before calling for technical assistance.

Local programs, such as yard-of-the-month awards, which encourage a high degree of occupant involvement in the preservation of an attractive neighborhood by giving recognition to deserving occupants, are discussed in this section.

12. Utilities and Energy Conservation. This section enlists the cooperation of the occupant in reducing energy use. Methods of conserving utilities are incorporated, such as simple ways of determining sufficient watering of grass (if the amount appropriate for the locality is 1 inch per week, put out a tin can when sprinkling to be able to measure the amount), reporting drip leaks promptly, using properly sized bulbs in light fixtures and lamps,

continuing to use storm windows when air conditioning is in use, and correcting overheating by furnace or thermostat adjustment instead of opening windows and doors, and so forth.

13. Occupancy Inspections. A discussion of the following inspections conducted jointly by the occupant and the housing representative is included in this section:

a. Check-In. Detail procedures for a joint inspection of the quarters by the prospective occupant and a housing representative and signing of a unit condition report and furniture inventory (where applicable) prior to occupant acceptance of a unit.

b. Pretermination. Explain areas of particular concern, e.g., grease on stoves and hoods which will be examined during the checkout inspection. Refer the occupant to the "occupant housekeeping" section in the handbook for guidance on how to clean the unit.

Outline the procedures for the occupant to notify the housing office of intent to vacate. Explain the requirements and procedures for applying for quarters at the next assignment station.

c. Checkout. Describe the inspection procedures and what is expected of the occupant. Outline procedures for terminating assignment to quarters and the reinstatement of basic allowance for quarters (BAQ).

14. Rent Schedules and Other Charges. A schedule of rents and charges for civilian rentals, family quarters, and mobile home spaces is included in this section. Disciplinary measures for damage, other than normal wear and tear, to quarters or furnishings caused by negligence or willful acts on the part of the occupants or their guests, are explained in this section.

15. Community Support Facilities. Provide information concerning the availability, location, and procedures for obtaining permission to use community support facilities. Detail the hours of operation and the rules and regulations for their use. Also describe other recreational facilities off base which occupants of family housing may use.

16. Services and Other Facilities. List services and other facilities provided or available to family housing occupants. Give a brief description of each with hours of operation, if applicable. Examples of items covered in this section are garbage and trash collection, transportation, personal or family services, churches, Navy Relief, child care centers, Navy lodge, hospitals, clinics, exchange and commissary, clubs, theaters, and libraries. A map included as an attachment to the handbook showing the location of each is recommended.

17. Furniture. Describe who is eligible for furniture and what is available. Also, detail the policy for repair, replacement, and transportation of furniture. If furniture must be picked up and returned by the occupant, give the location of the warehouse and hours of operation.

18. Pest Control. The Field Activity's policy concerning pest control is

stated in this section, including the delineation of occupant and Field Activity responsibilities. Guidelines for minimizing the likelihood of pest infestation and for treating pest control problems are presented. Instructions concerning the use of commercial pest control services and pesticides are provided in this section. Attachment 2 to this Appendix contains pest control information which must be incorporated in the occupant handbook.

19. Attachments and Figures. This section includes information which adds to or clarifies information provided in the handbook. Examples of other items included are:

- a. Maps.
 - (1) Vicinity
 - (2) Base
 - (3) Housing
- b. Commonly Used Field Activity Telephone Numbers.
- c. Approved Specifications. These include:
 - (1) Fences
 - (2) Lean-to's/patio covers
 - (3) Dog houses
 - (4) Antennas
 - (5) Fertilizer applications
 - (6) Grounds maintenance
 - (7) Storage sheds

20. Index. To facilitate reference to specific areas, the index is an alphabetized listing of selected parts ranging in scope from whole topics down to individual words, not related to the order or organization of the material.

SAMPLE DISASTER INFORMATION

A. Hurricane Information

1. A hurricane is a major tropical disturbance having winds of 64 knots or greater. Winds in excess of 125 knots have been reported in the past, and the area covered could be over a radius of 300 miles.

2. The hurricane season in this area extends from 1 June until 30 November, with the period August through October being the time when they are most frequent.

3. Official predictions of an approaching hurricane are made by the U.S. Weather Bureau, and are widely publicized. These warnings are designed to make people aware of the impending danger allowing time to make preparations to "weather out" the storm, or, in extreme instances, evacuate a given area.

4. Should a hurricane hit the area, take the following precautions:

a. Keep radios or televisions on and listen for the latest Weather Bureau warnings and advisories. If power fails, use a battery powered radio.

b. Procure extra food, especially things which do not need to be cooked. Be sure to have enough bread, canned meat, milk, and vegetables to feed your family for several days. A supply of canned milk should be available to feed babies should the electrical power be cut off.

c. Check emergency cooking equipment.

d. Have flash lights and candles in working condition.

e. Sterilize jugs, bottles, and cooking utensils and fill them with drinking water.

f. In case of power failure, open the refrigerator and freezer as infrequently as possible to hold the temperature as long as possible, and delay the spoilage of food.

g. Secure everything that might blow away or be torn loose. Garbage cans, garden tools, toys, porch furniture, and so forth, become weapons of destruction in hurricane force winds. Store them inside, if possible.

h. Provide an adequate supply of dry clothing for babies and small children since a hurricane is usually preceded by several hours of torrential rainfall, and several days of inclement weather. Books, small toys, and games will keep children entertained during the long hours of confinement.

i. Close venetian blinds when winds are strong to provide protection from flying glass if windows break.

j. Women in the last trimester of pregnancy should consult their physicians about the advisability of admission to a hospital if winds of extremely high velocity are expected.

k. Emergency assistance may be obtained as follows: (list emergency phone numbers):

Such emergency assistance will be limited, and housing occupants must be prepared to assist themselves to their maximum capability.

B. Tornado Information

1. A tornado is a tunnel-shaped cloud, spinning rapidly, and extending toward the earth from the base of a thundercloud or a roll of cumulus clouds. Rain and hail are associated with the thundercloud, and, when close by, the tornado sounds like the roar of many airplanes. Most tornadoes move in an easterly direction at about 20 to 30 knots per hour, but speeds of 122 knots per hour have been recorded. They normally occur between 1500 hours and 1900 hours, but can occur at any time. The path of a tornado is usually 10 to 40 miles in length, averaging 16 miles, but they sometimes move forward for 300 miles. The average width is about 400 yards, but they can cut a swath a mile wide.

2. If a tornado is sighted, this warning should be issued by all methods of communications.

3. There is no universal protection against tornadoes except underground excavations; however, to know what to do when a tornado is observed may mean the difference between life and death.

a. Attempt to get shelter in a strongly reinforced building. The southwest corner of a building offers the greatest safety, especially when standing against the inside wall of the lower floor.

b. Stay away from windows and keep out of auditoriums and gymnasiums.

c. If you are in an open area, move at RIGHT angles to the tornado's path. If there is no time to escape, lie flat in the nearest ravine or ditch.

d. If time permits, shut off electricity and fuel lines. Open doors and windows on north and east sides of buildings.

e. Do not panic and run into streets and other open spaces.

C. Thunderstorm Information

1. Thunderstorm activity occurs throughout the year, with the maximum frequency and intensity occurring during the summer months. A thunderstorm contains three distinct elements that may cause injury to people or damage to property and equipment: high winds, heavy rains, and lightning.

Attachment 1 (Continued)

2. To minimize danger to people and property when a thunderstorm is imminent:

- a. Unplug all major appliances, and disconnect television antenna.
- b. Open refrigerator or freezer doors during power failures as infrequently as possible.
- c. If out of doors, seek inside shelter of some kind. Never stand under a tree during a severe electrical storm, and get out of water immediately.

PEST CONTROL INFORMATION FOR OCCUPANTS OF FAMILY HOUSING

A. Home Hazards.

Many pesticides are flammable and are as dangerous as ether, alcohol, or gasoline; therefore, containers should be limited to 1 pint. Pesticides must be kept in the original container until expended.

B. Trash and Refuse Disposal.

The following information is provided to prevent pest infestation at refuse collection points.

1. Pick Up. Trash left outdoors overnight in plastic bags can become torn and scattered causing a sanitation problem. Containers should be washed out frequently (not less than monthly) and lined with paper or plastic trash bags to reduce fly attraction. Keep lids on containers at all times.

2. Accumulation of Trash. Wrap wet refuse in newspaper or paper bags. Soiled sanitary napkins are to be securely wrapped and placed inside the metal trash container; not in plastic bags or cardboard cartons. Empty pesticide containers, such as spent aerosol cans, paper bags, or cartons may be safely disposed of in the regular trash. Containers with any quantity of pesticide except trace amounts may require special handling to prevent hazard to refuse collection personnel. Advice on these items should be sought from the housing office or pest control shop.

C. Care of Cupboards and Cabinets.

Clean cupboards, cabinets, and drawers every three to four months. Remove all articles and clean with a sponge or cloth dampened in a solution of warm water and Borateem or Borax, both of which are commercially available. Wash all dishes before replacing. Boxes of open food should be checked before replacing to be certain there is no infestation of insects.

D. Cockroach Control.

Good housekeeping is one of the greatest contributing factors in controlling cockroach infestation. Roaches thrive on leftover food, unwashed dishes, and a general state of untidiness. They will also feed on paper and glue products. Preventive Measure No. 1 - GOOD HOUSEKEEPING. Keep the quarters neat and tidy. Wash dishes after each meal. Place leftover food back in the refrigerator. Do not keep garbage in the quarters - dispose of it immediately. Wipe up spilled foods or drinks immediately. Do not keep empty coke or soft drink bottles underneath the sink. Keep soiled clothing in a clothes hamper or other container. Wet or soiled diapers should be put in a pail or plastic diaper container. Clean up immediately after pets. With the good housekeeping procedures described above, there is little likelihood of a cockroach problem except by migration.

Preventive Measure No. 2 - SELF-HELP CONTROL. If you detect cockroaches or "water bugs", obtain an appropriate aerosol formulation. The Military Exchange systems carry several products for this purpose. Be sure to read the label before purchasing, and certainly before using. Repeat as often as necessary. If after a conscientious effort, it is impossible to control the infestation, contact the housing office for assistance. NOTE: In the case of multiple unit dwellings, all units must be treated to avoid migration of pests between quarters. This is mandatory in the interest of health and sanitation.

E. Control of Other Household Pests.

Routine control of normal household pests such as ants, silverfish, flies, moths, fleas, mice, and rodents; keeping pets pest-free; and performing minor control functions is an occupant responsibility. The use of nonresidual insecticides labeled for safe application by the general public, such as pyrethrum in aerosol bombs and similar low-hazard insecticides, personal repellents, and so forth, is expected of the occupant. For established infestation of pests that are beyond occupant capabilities and require professional control measures, the Housing Office is to be contacted.

F. Termite Control.

Both drywood and subterranean termite infestations require professional assistance and equipment. Evidence of termite damage must be reported to the housing office immediately. If the problem is detected in time, it can often be handled by spot treatment of the affected area; however, where active damage is general throughout the quarters, complete treatment may be necessary.